



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Joyce et al.

Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A CUSTOMER WITH A
CUSTOMER INTERACTION SYSTEM

Docket No.: 2046.085US1

Filed: October 17, 2003

Examiner: Unknown

Serial No.: 10/687,956

Due Date: N/A

Group Art Unit: 2173


Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

We are transmitting herewith the attached:

☒ Revocation and Power of Attorney (2 pages).

☒ A return postcard.

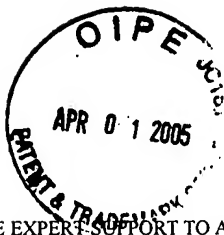
SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
P.O. Box 2938, Minneapolis, MN 55402 408-333-9972

By: 
Name: Andre L. Marais
Reg. No. 48,095
ALM:CMG:imp

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 30 day of March, 2005.

LISA PASORSKE
Name

Lisa Pasorske
Signature



REVOCATION AND POWER OF ATTORNEY

Serial Number: 10/687,956

Filing Date: October 17, 2003

Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A CUSTOMER WITH A CUSTOMER INTERACTION SYSTEM

Page 1
Dkt: 2046.085US1

S/N 10/687,956

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Joyce et al.

Examiner: Unknown

Serial No.: 10/687,956

Group Art Unit: 2173

Filed: October 17, 2003

Docket: 2046.085US1

Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A
CUSTOMER WITH A CUSTOMER INTERACTION SYSTEM

REVOCATION AND POWER OF ATTORNEY
CERTIFICATE UNDER 37 CFR § 3.73(b)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In accordance with 37 C.F.R. Section 1.36, M.P.E.P. Section 402.05 and 402.07, please revoke any existing Powers of Attorney, if any, and appoint the following attorneys and/or patent agents to prosecute this application and to transact all business in the Patent and Trademark Office in connection therewith:

Customer Number: 21186

CERTIFICATE UNDER 37 CFR § 3.73(b)

Aspect Communications Corporation hereby certifies that it is the assignee of the entire right, title and interest in the patent application identified above by virtue of an assignment from the inventors recorded April 8, 2004 on Reel 015185, Frames 0086-0088. To the best of my knowledge and belief, title is in Aspect Communications Corporation, the assignee.

Pursuant to 37 C.F.R. §3.73(b) I hereby declare that I, Stephen Yu, am empowered to sign this certificate on behalf of Aspect Communications Corporation, the assignee.

I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true.

REVOCATION AND POWER OF ATTORNEY

Serial Number: 10/687,956

Filing Date: October 17, 2003

Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A CUSTOMER WITH A CUSTOMER INTERACTION
SYSTEM

Page 2

Dkt: 2046.085US1

Please direct all correspondence in this case to:

Schwegman, Lundberg, Woessner & Kluth, P.A.
P.O. Box 2938
Minneapolis, MN 55402
Telephone No. (612)373-6900
Customer No. 21186

Date 2/15/05 By Stephen Yu
Stephen Yu
Title: VP, General Counsel and Secretary
Aspect Communications Corporation